

## **Modern Management Engineer 2**

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### **Purpose Statement**

The position of Modern Management Engineer 2 is responsible for the customer experience interacting with technology. The position supports the mission of using technology to enhance and simplify the learning environment. This position coordinates, configures, and manages the end user experience with district devices, video conferencing and other technology platforms. The Modern Management Engineer 2 should have advanced knowledge and expertise in user and device experiences and helps inform decisions of department leadership. In addition, the Modern Management Engineer 2 should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

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### **Essential Functions**

- Works with department teams and other district departments to ensure coordination of the Modern Management Engineer team and resources to accomplish the needs and support of the district.
- Works with department staff and leadership to help plan, organize and align work priorities to meet and exceed service level objectives.
- Communicates proactively and clearly with various teams within the department and the district to ensure follow-through.
- Manages tasks, timelines, and deadlines with assurance to customers.
- Drives the success of the Modern Management Engineer team and department constantly pushing the limits of what can be accomplished.
- Contributes knowledge and expertise of area to department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with all department teams and leadership as well as other teams or departments.
- Follows direction of team lead.

### **Modern Management Engineer Focused Functions**

- Researches, tests, implements and deploys end-user experience with their devices coordinating all aspects with various software and hardware needs.
- Works with staff and students to understand use of instruction and technology integration.
- Attends and leads meetings with departments to understand needs and coordinates work needed with department teams.
- Researches industry standards and makes recommendations for device software and hardware in the district.
- Works with vendors to meet and quote district device standards.
- Works with System Engineering team to ensure integration with network systems and devices.
- Configures, tests, installs and deploys drivers, firmware, software, operating systems, updates to all devices in the district.
- Customizes the desktop and operating system experience and manages policies for staff and student devices according to learning needs of the district.
- Checks monthly, configures, tests, installs, and deploys updates to drivers, firmware, software, and operating systems.
- Trains, leads, and drives technicians to meet and exceed service levels.
- Helps create and lead team meetings to convey information, procedures, and work through issues.
- Collaborates with department teams to ensure service for programs is of the highest importance.

### **Other Functions**

- Leads small teams to accomplish tasks, projects, and goals of EdTec.
- Works with department leadership team to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge, and Abilities**

SKILLS include customer service around a friendly, positive attitude; being professional and respectful in all interactions; understand customer's needs and meeting them where they are at (empathy). Proper handling of conflicting priorities by seeking supervisor input and/or making decisions based from impact and urgency of issue and service expectations, reviewing, understanding, and communicating the importance of various data regarding ticket resolution. Attention to detail for troubleshooting issues and escalating to other teams when necessary. Perform multiple tasks with the need to upgrade skills to meet changing job conditions.

KNOWLEDGE of ticket system and procedures; verbal and written etiquette and procedures; intermediate technology troubleshooting procedures. Windows Operating Systems and associated technologies; intermediate knowledge of Microsoft environment including: Active Directory, Azure, Windows servers, user accounts, licensing, etc.; intermediate knowledge of applications and software including: integrations, rostering, assignments, authentication, etc.; intermediate knowledge of device management including: on-boarding and surplus, installation of various software, policies, etc.; beginner knowledge of classroom technologies including: projectors, document cameras, classroom sound systems, TV/displays, printers, accessories, peripherals, cables, etc.; beginner knowledge of networks including: Wi-Fi, LAN/WAN, switches, routers, Wireless Access Points (WAP), network cables, etc.; PowerShell scripting. Knowledge and competency of other areas within department to help teams troubleshoot, diagnose, and resolve issues. Cross-disciplinary troubleshooting knowledge of applications, server, and network infrastructure.

ABILITY to identify and prioritize impact and urgency of varying issues and follow procedures for ticket handling and escalation; work under pressure situations while still maintaining a high level of work integrity and professionalism. Clearly and concisely communicate technical information to non-technical audiences; ask clarifying and thorough questions to further identify potential issues and resolutions; listen and seek to understand where customers are at and meeting their needs. Exercise sound judgement including appropriate handling of confidential matters. Follow procedures for filling out tickets and/or other communications to assist customers and other department staff; update documentation and procedures including seeking feedback from others and supervisor to ensure standards and accuracy. Learn continually and keep abreast of technological changes in the field. Leading others is required, including focusing on continuously improving the customer experience, working with various departments, groups, and people to ensure excellent customer service, and resolving conflicting priorities. Assist staff with computer operations and software problems; learn and develop new operations, procedures, processes and use of new equipment.

### **Responsibility**

Responsibilities include working under limited supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity..

**Experience** Minimum three (3) years of experience in providing hardware and software support in a school district environment with proven record of leading, developing and driving excellence of service.  
Minimum two (2) years of experience managing desktop and mobile operating systems, a variety of hardware and software, and configuring, installing and deploying to devices.

**Education** Associate degree in technology field and/or holds current CompTIA A+, Network+, Server+ certifications required.  
Bachelor's degree preferred.  
Holds current Microsoft Management certification.

Other experience and/or education may be substituted for required experience and/or education.

### **Required Testing**

No pre-employment Proficiency Test is required

### **Certificates/Licenses**

Valid Driver's License and Evidence of Insurability

### **Clearances**

Criminal Justice Fingerprint/Background Clearance